

CLAIMS

We claim:

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1. A method for automated enrollment and activation of a mobile telematics system comprising:
receiving a customer data record of a customer at a communication services database;
10 determining a command signal based on the customer data record;
sending the command signal to a telematics unit of a vehicle;
enrolling the customer in a telematics-unit access system based on the command signal; and
activating the telematics unit of the telematics-unit access system
15 based on the command signal.

2. The method of claim 1 wherein sending a command signal to a telematics unit of a vehicle further comprises:
sending the command signal from an external telematics database
20 to a communication services manager in a telematics call center; and
sending the command signal from the communication services manager in the telematics call center to the telematics unit of a vehicle.

3. The method of claim 1 wherein sending a command signal to a telematics unit of a vehicle further comprises:
25 sending the command signal from a communication services database in a telematics call center to a communication services manager in the telematics call center; and
sending the command signal from the communication services
30 manager in the telematics call center to the telematics unit of a vehicle.

4. The method of claim 1 wherein the customer data record is received from a source selected from the group consisting of: an enrollment website, the customer delivery record at a vehicle dealership, a telephone line or
5 from the telematics unit.

5. The method of claim 1 wherein the customer data record is obtained in segments received from more than one source.

10 6. The method of claim 1 wherein the command signal includes customer data.

7. The method of claim 1 wherein the command signal includes customer-desired features to be activated in the telematics-unit access system.
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8. The method of claim 7 wherein the customer-desired features are selected from the group consisting of navigation assistance, real-time traffic advisories, directory assistance, roadside assistance, business or residential assistance, information services assistance, emergency assistance, and
20 communications assistance, vehicle personalization, vehicle data upload, vehicle data download, unlock/lock vehicle, flash lights, honk horn, perform diagnostic functions and perform vehicle tracking functions.

9. The method of claim 1 wherein activating the telematics unit of the
25 telematics-unit access system setup further comprises;
configuring the hardware of the telematics unit in the vehicle.

10. A computer usable medium storing a computer program comprising:

- 5 computer readable code for receiving a customer data record of a customer at a communication services database;
- computer readable code for determining a command signal based on the customer data record;
- computer readable code for sending the command signal to a telematics unit of a vehicle;
- 10 computer readable code for enrolling the customer in a telematics-unit access system based on the command signal; and
- computer readable code for activating the telematics unit of the telematics-unit access system based on the command signal.

15 11. The computer usable medium storing a computer program of claim 10 wherein sending a command signal to a telematics unit of a vehicle further comprises:

- computer readable code for sending the command signal from an external telematics database to a communication services manager in a
- 20 telematics call center; and
- computer readable code for sending the command signal from the communication services manager in the telematics call center to the telematics unit of a vehicle.

12. The computer usable medium storing a computer program of claim 10 wherein sending a command signal to a telematics unit of a vehicle further comprises:

- 5 computer readable code for sending the command signal from a communication services database in a telematics call center to a communication services manager in the telematics call center; and
- computer readable code for sending the command signal from the communication services manager in the telematics call center to the telematics
- 10 unit of a vehicle.

13. The computer usable medium storing a computer program of claim 10 wherein activating the telematics unit of the telematics-unit access system setup further comprises;

- 15 computer readable code for instructing a hardware configuration to be set in hardware of the telematics unit in the vehicle.

14. A telematics-unit access system comprising:

- means for receiving a customer data record at a communication
- 20 services database;
- means for determining a command signal based on the customer data record;
- means for sending the command signal to a telematics unit of a vehicle;
- 25 means for enrolling the customer in a telematics-unit access system based on the command signal; and
- means for activating the telematics unit of the telematics-unit access system based on the command signal.

15. The telematics-unit access system of claim 14, further comprising:
means for sending the command signal from an external telematics
database to a communication services manager in a telematics call center; and
5 means for sending the command signal from the communication
services manager in the telematics call center to the telematics unit of a vehicle.

16. The telematics-unit access system of claim 14, further comprising:
means for sending the command signal from a communication
10 services database in a telematics call center to a communication services
manager in the telematics call center; and
sending the command signal from the communication services
manager in the telematics call center to the telematics unit of a vehicle.

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